

a speech recognizer having a speech recognition input for receiving and recognizing voice input including the operational commands and identifying the speaker associated with the voice input, and having an access list allowing the identified speaker to input those operational commands for which the speaker is authorized.

32. The centralized control platform of claim 31 wherein the processor is further configured to include means for controlling playback of messages in response to receipt of a command trigger by the speech recognizer.

33. The control platform as in claim 31 wherein the processor is a personal computer.

34. The control platform as in claim 31 wherein the speaker enters commands via a telephone connected to the on-site system.

35. The control platform as in claim 31 wherein the plurality of commands includes a command to enter a new directory entry into the on-site system.

36. A control platform for providing a variety of telephone services to a local telephone system having at least one telephone, comprising:

a local interface for connecting the platform to at least one of the telephones of the local telephone system;

a communications circuit for interfacing the platform to external communications means; and

a processor interconnected with the local interface and communications circuit for providing a user with command triggered access to a plurality of telephone services, the processor further comprising:

a voice recognizer for recognizing commands input by the user over the communications interface and communications circuit, the voice recognizer identifying the user from the commands spoken by the user, the voice recognizer generating a plurality of command triggers in response to the spoken commands; and

announcing means for providing predetermined messages to the user.

37. TheA control platform as in claim 36 wherein the processor means is further configured to ~~includes~~ means for identifying a caller based upon a caller I.D. number in an incoming call received over the communications circuit and for controlling the announcing means to announce the identified caller in response to receipt of a command trigger by the ~~trigger~~voice recognition ~~means~~.

38. A control platform as in claim 36 wherein the processor further includes means for controlling playback of messages in response to receipt of a command trigger by the voice recognizer.
39. The control platform as in claim 36 wherein the processor is a personal computer.
40. The control platform as in claim 36 wherein the user enters commands via a telephone connected to the control platform.
41. The control platform as in claim 36 wherein the plurality of command triggers includes a command to enter a new directory entry into the on-site system.
42. The control platform as in claim 36 wherein the processor further includes means for controlling the accessed telephone service through a telephone handset in response to receipt of a command trigger by the voice recognizer.